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# Guru Nanak Dev University, Amritsar

(Established by the State Legislature Act No. 21 of 1969)

(Accredited at "A++" grade (highest level as per modified criteria) by NAAC and conferred  
"University with Potential for Excellence" status by UGC)

REGISTRAR

To,  
The Secretary,  
University Grants Commission  
New Delhi.

No. 252/2023

Dated 29/08/2023

## Subject: GRIEVANCE REDRESSAL MECHANISM

This is to inform you that University has already placed the Grievance Redressal Mechanism as per the guidelines of UGC and Government by University circular No. 2531-2667/Estt./A-8 dated 08/02/2019 (**Copy attached**)

Below are the details of Grievance Redressal Mechanism placed by the University:

### MECHANISM:

1. The student would send the email to support @gndu-online.in which would be assigned to a case worker. The case worker would have 15 working days to resolve the query/issue.
2. In case the query/issue is not resolved within 15 days, then it would be assigned to the head of department who would have again 15 days to resolve it.
3. In case the query/issue is still not resolved, then it would be escalated further to the Nodal officer along with the Registrar.

Kind regards,

Yours faithfully

  
Registrar  
Guru Nanak Dev University  
Amritsar.  
REGISTRAR